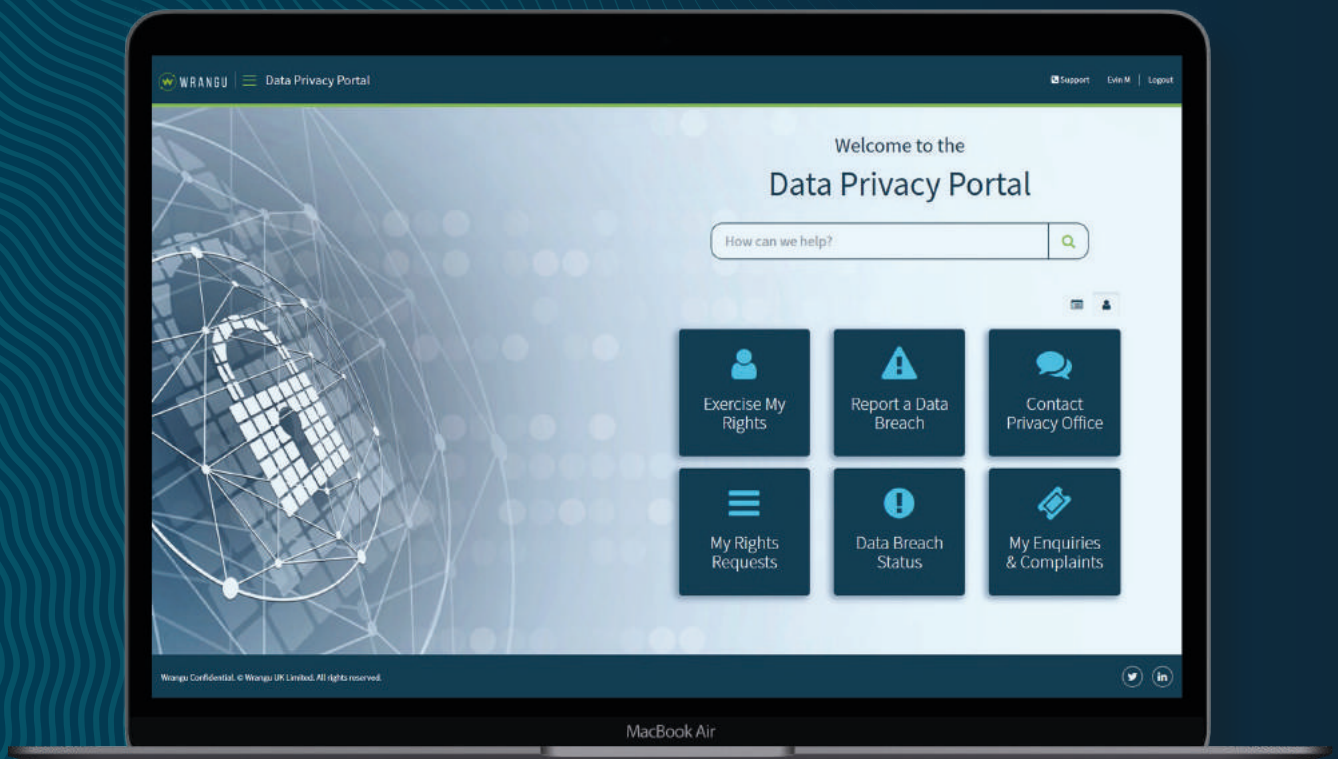




# WRANGU

INTEGRATED RISK, SECURITY & PRIVACY SOLUTIONS



## Privacy Hub

The solution for data  
privacy management



## MEET PRIVACY HUB BY WRANGU

**The solution for data privacy management, tailored to fit your business needs with multi-regulation support, such as GDPR, CCPA, LGPD and LPPD. Built on the ServiceNow platform it ensures seamless integration into your other ServiceNow modules.**

Privacy Hub by Wrangu provides modules to support key articles of privacy regulations such as the General Data Protection Regulation **(GDPR) (European Union)**, California Consumer Privacy Act **(CCPA) (California)**, General Data Protection Law **(LGPD) (Brazil)** and the Law on Protection of Personal Data **(LPPD) (Turkey)**. It includes Data Protection Impact Assessments, Data Subject Requests, Record of Processing Activities and Data Breach Reporting. The software allows you to select applicable data protection regulations (at a system and record level) allowing for intuitive and dynamic processing.

Our in-depth experience with privacy laws and regulations and with data privacy and risk management means that we have unrivalled delivery capability. We offer the perfect blend of deep functional knowledge and technical expertise.

## Key features

### Privacy Hub by Wrangu

An intuitive Data Privacy Portal providing a user-friendly portal for your data privacy team to manage all essential data privacy processes including fine tuning texts for data fields and labels

Data privacy contacts: access to regulatory authority contacts relevant to your region

Embedded in app help to provide user guidance across all modules

Multi language support and translation into English, French, Spanish, Portuguese, Turkish and German

- Data driven workflows, with reference table to configure parameters by regulation
- Automatic tasks creation with dynamic routing
- Select application usage as a Data Controller or a Data Processor

# Manage global privacy requirements using common processes and a single platform

with the Privacy Hub by Wrangu on ServiceNow. Includes support for:

## EU GDPR requirements:

Data Protection Impact Assessment, Record of Processing Activities, Data Subject Rights, Data Breach Reporting.

(Articles: 6, 7, 8, 13, 14, 15, 19, 21, 25, 30, 33, 34, 35)

## CCPA California requirements:

Support for consumer rights including stop the sale of my personal information, dynamic SLA durations for different consumer rights requests, a consolidated view of consumer rights requests to manage excessive requests, capture parental consent for minors and children regarding the sale of personal information.

(Sections: 2 & 3)

## LPPD Turkey requirements:

Automated determination of data breach reporting and notification requirement, enrolment in Registry of Data Controllers, process data subject rights request within defined SLA durations, alignment of lawful basis of processing and conditions for international data transfer.

(Articles: 5, 6, 7, 8, 9, 10, 12, 13, 16)

## LGPD Brazil requirements:

Automated determination of data breach reporting and notification requirements, process data subject rights request within defined SLA durations, alignment of lawful basis of processing and conditions for international data transfer.

(Articles: 7, 9, 11, 33, 35, 37, 38, 39, 41, 48, 50)

## AVAILABLE ON REQUEST

Privacy Hub by Wrangu can also support other jurisdictions such as Australia, Canada and the USA.

# Privacy Hub

## Modules

### Data Privacy Portal

Provides your data privacy team the ability to interact with all modules in a simple web-based interface, as well as enables your employees to exercise and manage their rights, report potential breaches and raise queries directly with the data privacy team.

#### This module:

- Enables your end users to interact (raising concerns, issues or asking questions) directly with the data privacy team and request items for CCPA, removing latency often caused by traditional IT ticketing systems.

### DPO Dashboard

The DPO dashboard gives your data protection team a real-time overview of the entire organisation's privacy activity on a single page.

#### This module:

- Gives your DPO a single view of their data privacy organisation on a single screen
- Provides drill down capability right down to live source data
- Enables flexible report creation meaning your view can be tailored to suit you

### Data Subject Rights Requests (DSRR)

The Data Subject Rights Module provides the ability for data privacy teams and data subjects to raise and manage data subject rights requests, and then to manage the evaluation and response process.

The module comes standard with predefined workflows to process the various DSR types across supported legislations and also contains a dynamic SLA engine ensuring you are in control of your reporting responsibilities.

#### This module:

- Gives the ability to select leading regulation or worst-case scenario (in days) for SLA determination for cross regulation requests
- Enables users to specify Data Subject Rights entitlements by data subject type
- Provides out of the box data subject rights types forms and workflows for:
  - GDPR: 7 specific rights: request access to data, request data rectification, right to be forgotten/data erasure, request for data transfer, provide consent, withdraw consent, object to processing
  - and CCPA: 2 specific rights: opt in to sell my personal data, do not sell my personal information
- Adds a flexible SLA extension capability for those regulations for which that is applicable
- Provides the ability to capture proof of validation of data subjects and their agents
- Presents a consolidated view of all open and closed data subject rights requests received from a data subject
- Adds an open API to allow capture of DSR requests from external sources
- Allows data subjects to indicate how they would like to receive responses to a rights to access request
- Provides standard tasks to notify third parties of data deletion and data rectification requests
- Adds the flexibility to bring forward an SLA extension if agreed.

# Privacy Hub

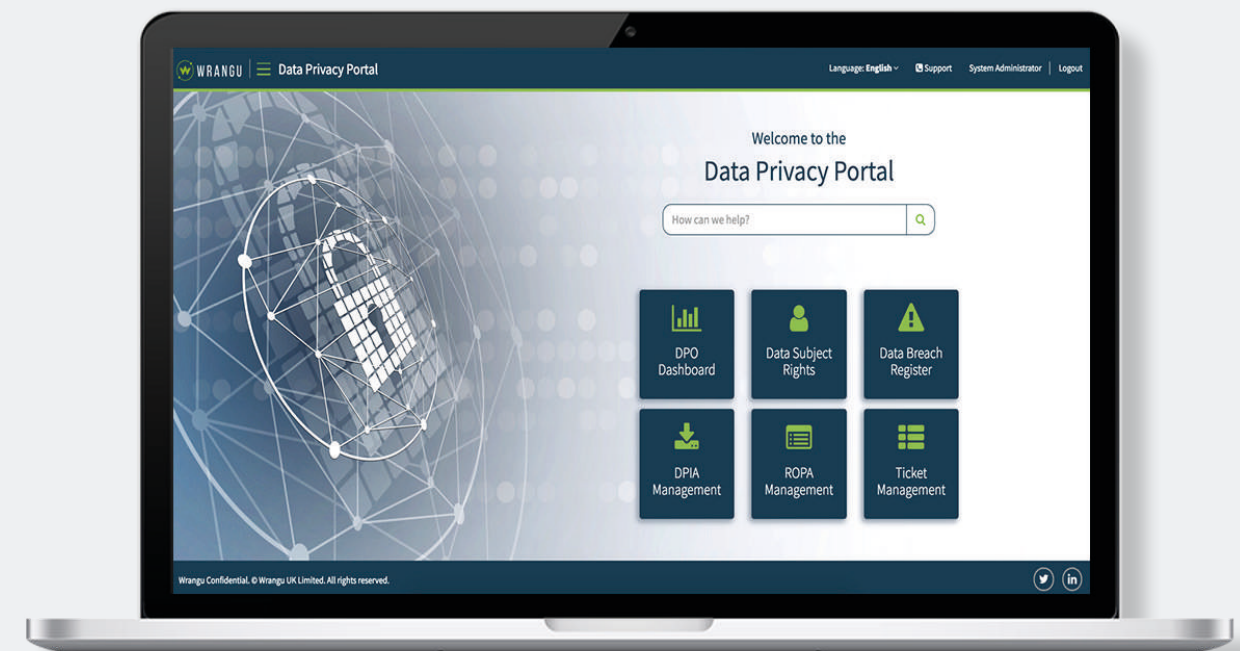
## Modules

### Data Protection Impact Assessment (DPIA)

Provides the ability to perform an initial DPIA screening questionnaire and, if required, drive a full assessment for new projects. This ensures privacy by design principles as well as fully assessing the risk to the company before undertaking projects.

#### This module:

- Introduces dynamic logic to ensure appropriate DPIA workflow
- Adds configurable approval levels throughout the lifecycle of an assessment
- Provides automatic evaluation of DPIA responses and raising of possible concerns for risk assessment
- Is ready for integration with ServiceNow GRC, VRM and SecOps modules
- Contains a built in configurable risk calculation engine
- Enables multiple users to complete a single DPIA assessment
- Is updated with the latest guidance from regulators.



### Record of Processing Activities (ROPA)

Comprehensive engine enabling the documentation of processing activities. This includes responsibilities as they relate to third parties as well as how personal data is to be treated for each Record of Processing Activity.

#### This module:

- Provides the ability to relate a record of processing activity directly to services, processes or configuration items within the ServiceNow CMDB
- Enables capture of the source of personal data to be added to data mapping
- Documents the appropriate contact details of various Data Controller personnel as well as the Data Protection Officer
- Provides the many distinct pieces of information required to satisfy the supported privacy legislation requirements
- Adds the ability for Data Controllers to demonstrate how sufficient guarantees are obtained from Data Processors
- Allows clients to manage ROPA updates to regulatory authority in relevant region(s)
- Provides the ability to record multiple Data Controller representatives
- Enables transparency of your ROPA history through ROPA versioning
- Adds the purpose for processing which can be configured to your needs via the administration module.

# Privacy Hub

## Modules

### Data Breach Reporting

Provides the core functionality required to show compliance with or adherence to supported legislations. Acts as a register of all data breach incidents as they relate to personal data.

#### This module:

- Provides an automated data breach SLA calculator to ensure legislative requirements are always transparent and the ability to cancel a data breach determined not to involve personal data
- Adds a dynamic SLA engine ensuring you are in control of your reporting responsibilities
- Provides a standard process to support the Analysis, Containment, Recovery and Review of potential or real data breach events across legislations
- Tracks the various data elements required in the reporting of data breaches to relevant supervisory authorities
- Is ready for integration with ServiceNow Security Incident Response module.

### Administration

Data driven administration in the core modules DSR, DPIA, Record of Processing Activities, and Data Breach Incidents enable easy non-code based updates of the core information required by the Privacy Hub, including DPIA questions, Legitimate Processing Interests classifications, Data Subject Categories, Information Transfer Methods and much more.

### Sneak peak

Privacy Hub by Wrangu has additional modules such as consent management, training and retention that are available as add-ons.

**Privacy Hub by Wrangu,**  
the solution for data privacy  
management

### Leverage the power of the ServiceNow platform to integrate with other modules such as:

- Integrated Risk Management (Governance Risk and Compliance)
- Vendor Risk Management
- Security Operations

### Privacy Hub by Wrangu also integrates with other external solutions such as:

- **Indica** – support data discovery capability

## Software implementation

Like all products on ServiceNow, Privacy Hub by Wrangu can be tailored to fit our clients' needs. We use our extensive knowledge of data privacy regulations to help clients on their journey from process design and development to automation. Privacy Hub by Wrangu can be delivered quickly using out of the box processes and structures or can be extensively tailored to fit our clients' requirements. Whatever a client needs, our implementation experts will ensure they achieve the solution they desire.



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